

13

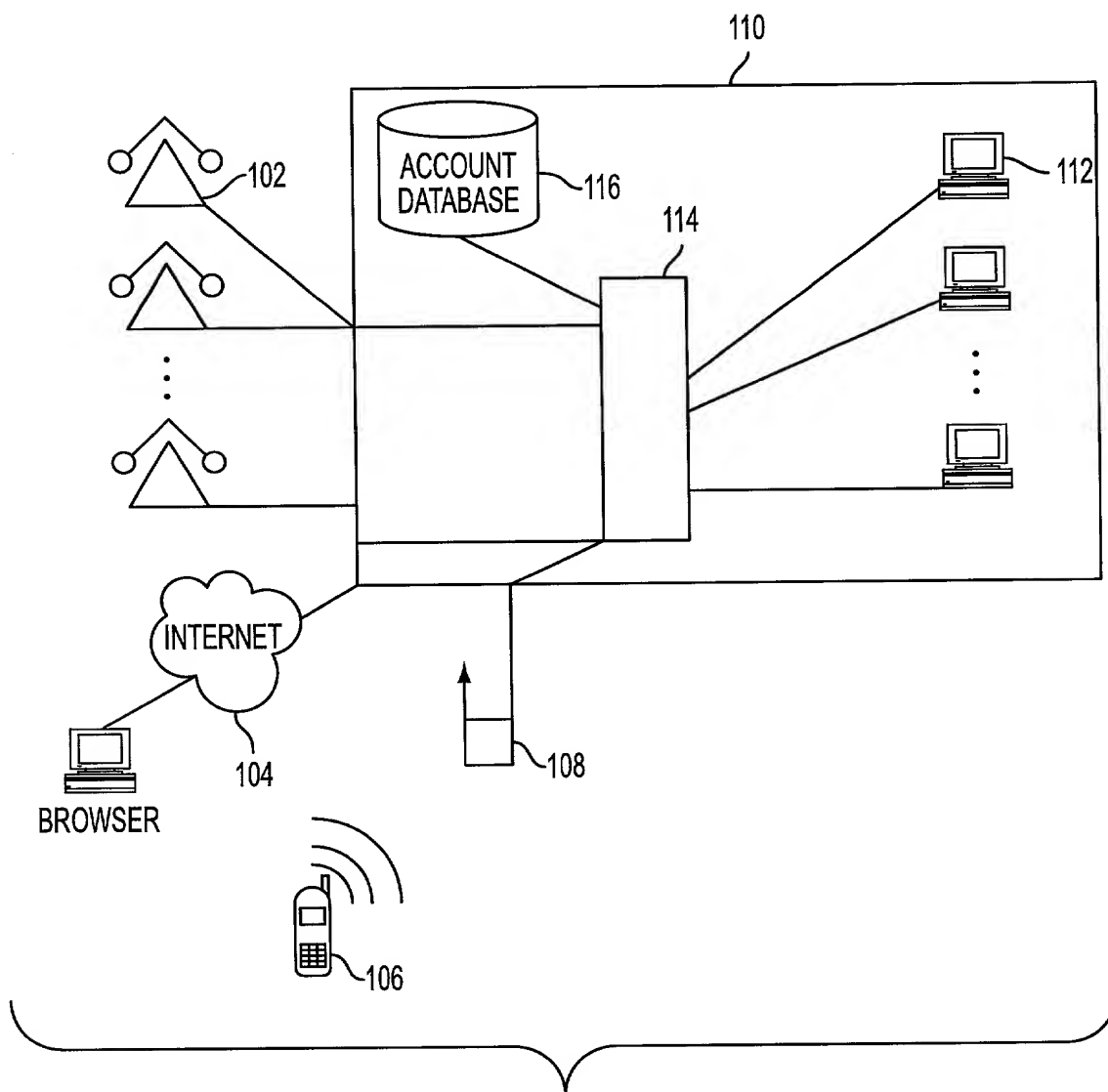
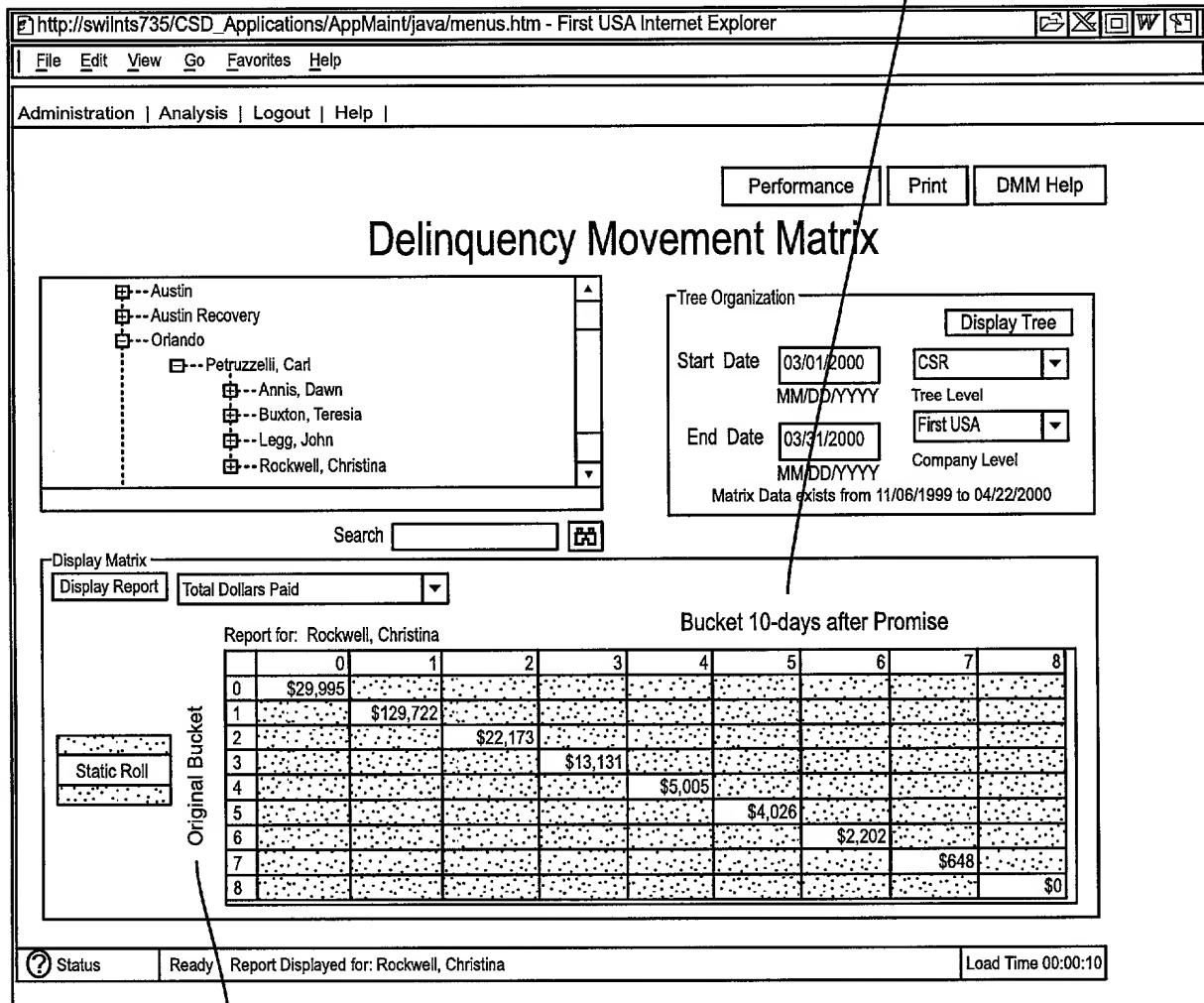


FIG. 1

09/901,078

LOCATION OF ACCOUNT 10 DAYS
 AFTER PROMISE



LOCATION OF ACCOUNT ON DAY
 PROMISE TAKEN

202

FIG. 2

00901078 0047

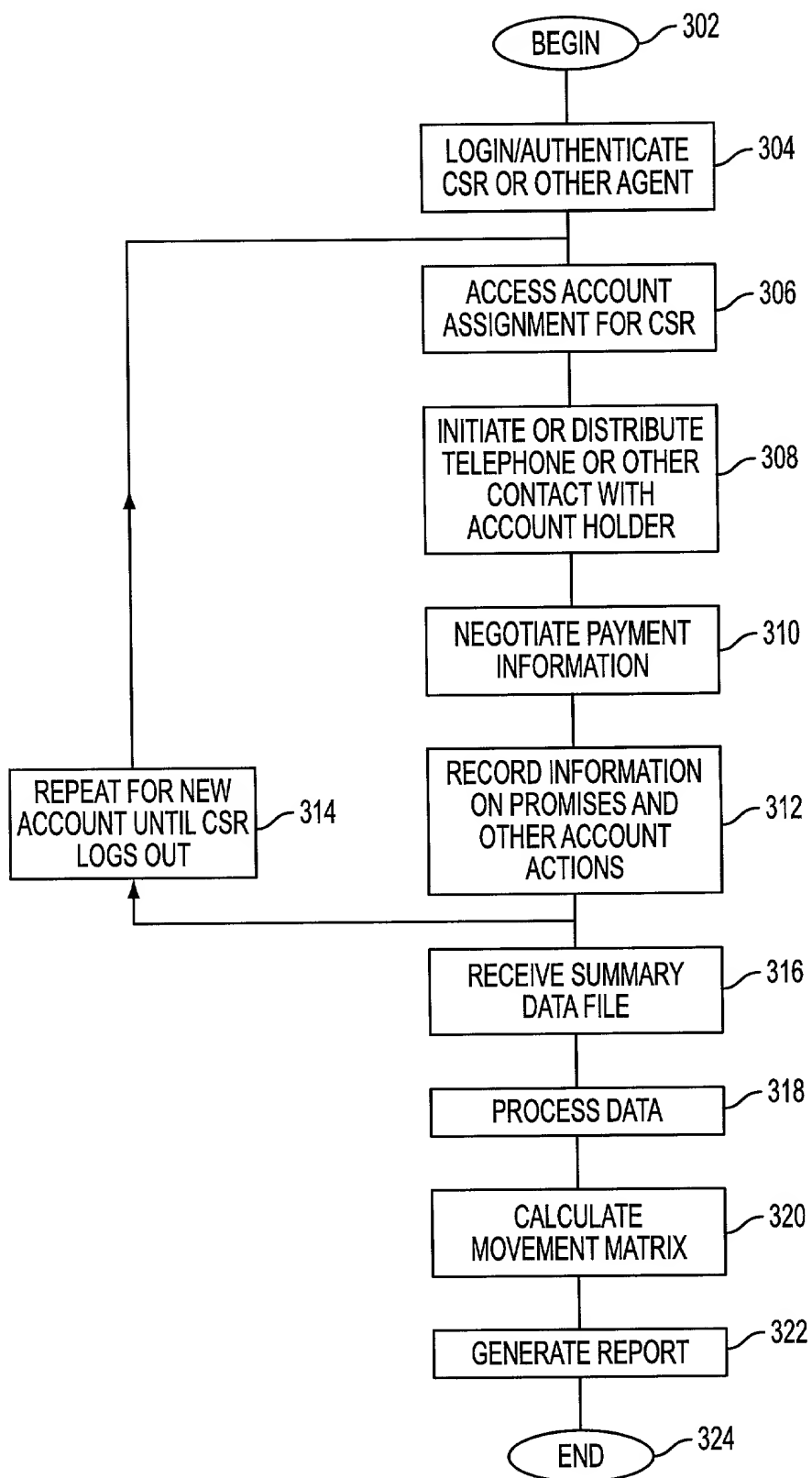


FIG. 3

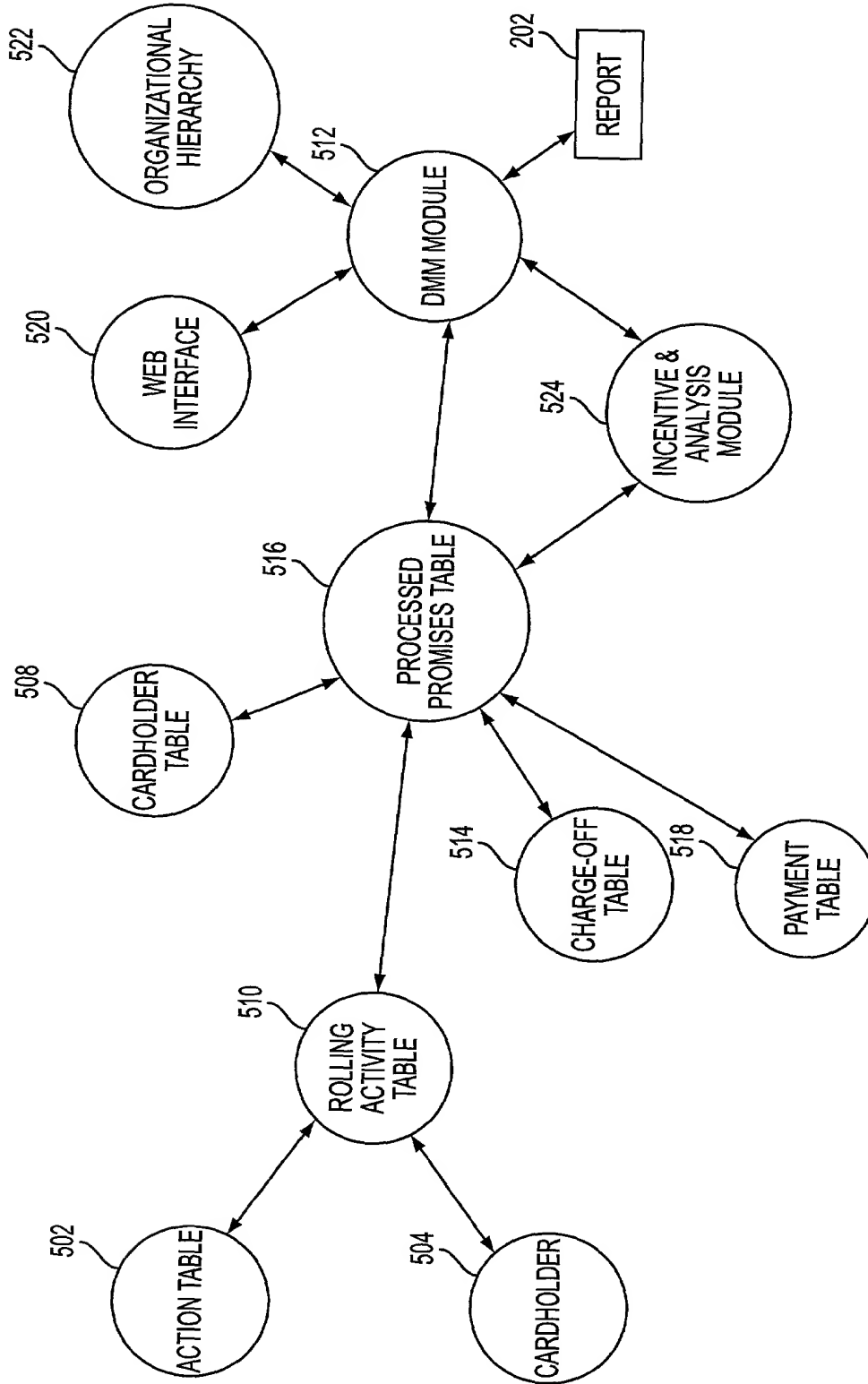


FIG. 4

Organization Option	Description
CSR	Option to view performance at CSR, Team Manager, Team Leader, site, and company level
CSR - No organization	Option to view CSR performance regardless of company, site, Team Manager, or Team Leader

Note: Global report is available for all report options.

View Window

Delinquency Movement Matrix

Global

- ☒ -- Bank One
- ☒ -- Chevy Chase
- ☒ -- First Card
- ☒ -- First USA

Tree Organization

Start Date MM/DD/YYYY

End Date MM/DD/YYYY

Matrix Data exists from 09/20/1999

Display Tree

Global Level

Date Ranges

Search Total: 149

Display Matrix

Display Report

Report for: Chevy Chase

Bucket 10-days after Promise

	0	1	2	3	4	5	6	7	8
0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
1	72.31%	20.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2	50.37%	12.35%	24.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
3	26.69%	9.25%	21.00%	34.88%	0.00%	0.00%	0.00%	0.00%	0.00%
4	23.40%	2.13%	6.38%	27.66%	28.72%	0.00%	0.00%	0.00%	0.00%
5	23.40%	0.00%	2.13%	6.38%	27.66%	31.91%	0.00%	0.00%	0.00%
6	21.74%	2.17%	0.00%	0.00%	2.17%	28.26%	23.91%	0.00%	0.00%
7	19.05%	0.00%	0.00%	0.00%	2.38%	2.38%	14.29%	33.33%	0.00%
8	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

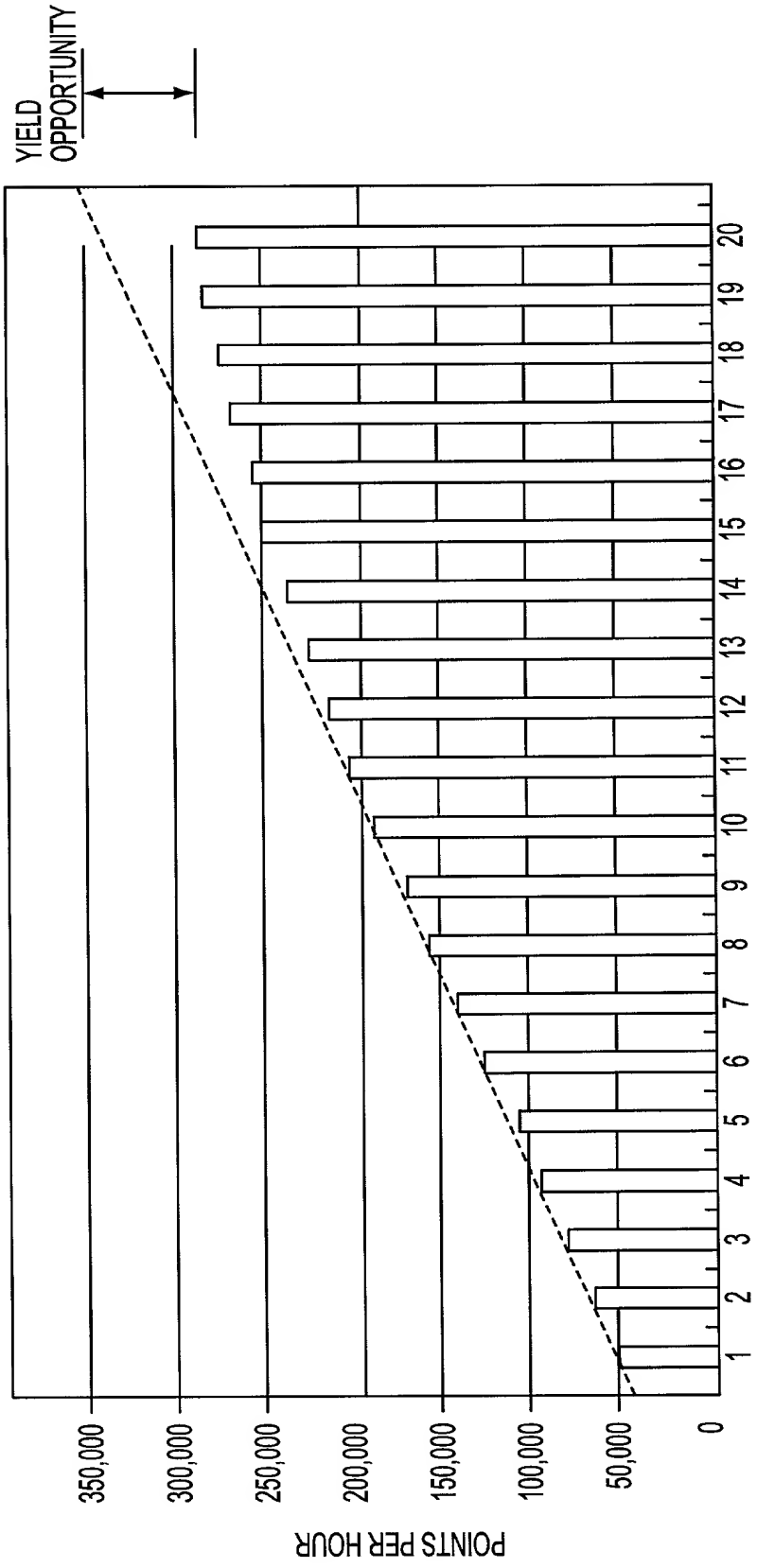
Original Bucket

Static Roll

Backward Roll

Status Ready.. Report Displayed for: Chevy Chase Load Time 00:00:04

FIG. 5



CSR RANK

FIG. 6